

Investment Programme



We are continuing to invest in our homes to improve comfort, energy efficiency and support our tenants now and in the future.

As part of this work, we've submitted an application to the Net Zero Fund to support a large-scale retrofit programme planned for 2026/27. We have applied for around £2 million in match funding, which would help us deliver improvements such as better insulation and energy-efficient upgrades to more homes. We expect to hear the outcome of this application later this summer.

Alongside this, we've also applied for funding through the Housing Acquisition and Repair Programme (HARP). This would support important work including home adaptations to help tenants live safely and independently, as well as acquiring additional properties to increase the number of homes available.

These funding bids are an important step in helping us continue to improve our homes and services, ensuring they are fit for the future and meet the needs of our tenants.

What happens next?

Our investment plan will be shaped by the outcome of these funding applications. Once confirmed, we will publish full details of the programme. We will then contact any customers whose homes are included and, for larger programmes of work, we will also hold information events to keep tenants informed and involved.



Join us in shaping the future of your community!



Have your say and get involved with Riverside Scotland to make a real difference in your area. Visit the Have Your Say page on our website to learn more and participate. You can also talk to us and keep up to date by joining us on Facebook. Search for 'RiversideScotland'





Throughout June and July we'll be on the lookout for tidy, colourful and well-maintained front gardens brightening up our estates. You can also contact us to nominate your own garden or one of your neighbours. Get in touch with Gavin Wiffen to enter (details below). **Winners will receive a £20 gift card.** Keep an eye on our social media pages for winning gardens.

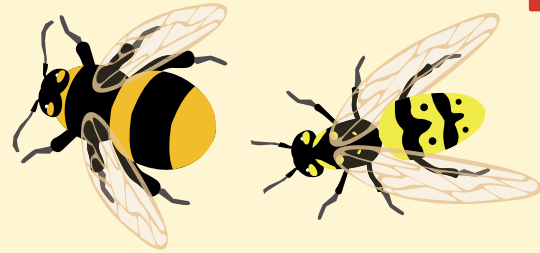


We will also be running our annual **Harbourside In Bloom competition** where all Riverside Scotland Irvine Harbourside tenants are eligible to enter their front garden. To enter please send your name, address, and contact number to Gavin Wiffen by Friday 17 July 2026.

Contact Gavin Wiffen, Customer & Community Involvement Officer on **07970 348 724** or by email at **gavin.wiffen@riverside.org.uk**

Full T&Cs can be found on our website.

Dealing with Bees and Wasps



In the warmer weather we receive increased reports of bees and wasps. While they play important roles in nature, they can sometimes become a nuisance or even a hazard around our homes. Here's some handy info on dealing with them.

Bees

Bees, especially honeybees and bumblebees, are protected species and are essential for pollinating plants and crops. If you spot a bee nest:

- **Don't disturb it:** Bees are generally nonaggressive unless provoked.
- **Report it:** Let your tenant partner know. They may contact a local beekeeper or pest control service.
- **Relocation, not extermination:** Many beekeepers will safely remove and rehome swarms. You can also contact the Scottish Beekeepers Association for advice or assistance.

Wasps

Wasps can be more aggressive, especially in late summer. Their nests are often found in lofts, sheds, or wall cavities.

- **Avoid disturbing the nest:** Wasps will defend their home if they feel threatened.
- **Contact us:** If the nest is in a communal area or poses a risk or damage to your home, we will usually arrange removal.
- **Private areas:** If the nest is in your private garden or shed, you may need to arrange removal yourself. Always use a professional pest control service.
- **Keep food and bins covered:** Wasps are attracted to sweet smells.
- **Use natural deterrents:** Peppermint oil or decoy wasp nests can help keep them away.

Need Help? If you're unsure what to do, contact your Tenant Partner. They can advise you on the next steps and whether Riverside Scotland will take action

Summer Living: Being Considerate Neighbours

During the summer months, we often see an increase in reports of noise and nuisance. Longer days, warmer weather and more time spent outdoors can sometimes lead to frustrations between neighbours.

Typical concerns at this time of year include loud music, early morning garden work, parties or barbecues, and children playing outside. While these are often part of everyday summer life, it's important that we all remain considerate, respectful and mindful of those around us.

✓ Please do:

- Be mindful of your neighbours if you're doing something noisy — letting them know in advance can help avoid issues
- Turn down music or TV if a neighbour asks — noise can easily travel through walls and floors
- Be tolerant of neighbours and children taking part in normal day to day activities
- Let neighbours know if you're planning a party or gathering
- Remember you're responsible for the behaviour of your children, family members, visitors and pets

✗ Please don't:

- Play music so loudly that it can be heard outside your home
- Carry out noisy work early in the morning or late at night
- Hold frequent late night parties
- Allow ball games close to other homes or parked cars
- Rev engines, sound car horns unnecessarily or slam doors
- Use abusive, threatening or discriminatory behaviour of any kind

We all have a role to play in creating a neighbourhood where everyone feels comfortable and respected.

If you're experiencing nuisance or anti social behaviour, you can report it to your Tenant Partner or by completing the form on our website — just search "Dealing with anti-social behaviour".



Summer Landscaping Schedule

ID Verde will begin this year's summer pruning programme across our estates **from late May through to October 2026**. The schedule below gives an overview of when each area is planned for trimming, hedge works, and sightline maintenance. Dates are based on the planned week commencing periods for each area.

This programme helps keep communal spaces tidy, safe, and enjoyable for everyone.

Pennyburn – Trimming & Sightlines

Pennyburn Sightlines & Lanes — WC 25 May 2026

Bourtreehill and Girdle Toll (Outlying)

WC 25 May 2026

Irvine (General & Outlying Areas)

Springside — WC 29 June 2026

Townfoot — WC 29 June 2026

Castle Place — WC 29 June 2026

Carters/Loudon Rigg — WC 29 June 2026

Pavilion Gardens — WC 29 June 2026

Thornhouse Court — WC 29 June 2026

Parkside — WC 20 July 2026

Cheviot Head — WC 27 July 2026 and WC 3 August 2026

Harbour — WC 3 August 2026 and 10 August 2026

Broughton Green — WC 17 August 2026

Strathmore Park — WC 17 August 2026 and WC 24 August 2026

Pennyburn – Individual Streets

Cranberry Road — WC 20 July 2026 and WC 27 July 2026

Muirside Road — WC 3 August 2026 and WC 10 August 2026

Culzean Place — WC 10 August 2026 and WC 17 August 2026

Glenapp Place — WC 17 August 2026

Sundrum Place — WC 24 August 2026

Cambusdoon Place — WC 24 August 2026 and WC 31 August

Skelmorlie Place — WC 31 August 2026

Coodham Place — WC 31 August 2026

Kilwinning (Outlying)

Abbeygate — WC 6 July 2026

Caley House — WC 6 July 2026

Pathfoot/Bridgend — WC 6 July 2026

Muirfield Place — WC 13 July 2026 and WC 20 July 2026

Other Areas

Dumfries — WC 20 July 2026

Tarryholme — WC 6 July 2026

Drongan — WC 6 July 2026

Dundonald — WC 6 July 2026

Monkton — WC 13 July 2026

Arran — WC 13 July 2026

Supported & Specialist Sites

Muirside & Cranberry — WC 15 June 2026

Glenapp Court — WC 15 June 2026

West Doura — WC 15 June 2026

Hawthorn Place — WC 15 June 2026 and WC 22 June 2026

Dunure Court — WC 29 June 2026 and WC 6 July 2026



Why Contents Insurance Matters – Protecting What’s Important to You

We’re seeing more and more situations where tenants are asking Riverside Scotland to compensate them for damaged personal belongings — items that should be covered by **contents insurance**. Unfortunately, without insurance, many customers are left out of pocket when something unexpected happens e.g. theft, fire, burst water pipes or floods, vandalism or damage.

It can even insure you for lost or stolen house keys, your freezer contents (food) and the cost of alternative accommodation if you have to stay somewhere else after your home is damaged. Contents insurance is essential because it protects the things that make your home your home: furniture, electricals, clothing, children’s items, mobile phones, carpets and more. Even a small incident can lead to hundreds of pounds’ worth of damage, and without insurance, this cost falls entirely on you.



What **Riverside** is responsible for

Riverside is responsible for repairing and maintaining the structure and fixtures of your home, such as:

- ✓ Walls, ceilings and floors
- ✓ Plumbing and electrics
- ✓ Kitchens and bathrooms (the fitted parts)
- ✓ Windows and doors
- ✓ Communal areas

If any of these are damaged due to a repair issue, we will put them right.

What **you** are responsible for

Your personal belongings are not covered by Riverside. This includes:

- ✓ Furniture and sofas
- ✓ TVs, laptops, tablets and phones
- ✓ Clothing and shoes
- ✓ Children’s toys and equipment
- ✓ Carpets and rugs
- ✓ Small appliances (kettles, toasters, microwaves)
- ✓ Decorations and ornaments

If these items are damaged by leaks, accidents, storms, theft or fire, you would normally claim through contents insurance, not Riverside.

When tenants don’t have contents insurance, they often turn to us for compensation — but we can only compensate for issues we are responsible for. This means many customers are left disappointed when we cannot cover the cost of damaged belongings.

Contents insurance is usually very affordable, and many providers offer low cost policies designed specifically for tenants.

Protect your home, protect your peace of mind

We strongly encourage all tenants to take out contents insurance. It ensures that if the worst happens, you’re protected — and your belongings can be repaired or replaced quickly.

A small monthly cost now can save you a lot of stress, worry and expense later.

Neighbourhood Plans Update

We're continuing to make progress on our Neighbourhood Plans, with activity taking place across Kilwinning and Drongan, and new plans for Irvine and Dumfries now finalised and ready to be shared.

These plans focus on improving our neighbourhoods by tackling local issues, investing in our communities and creating opportunities for people to get involved. From environmental improvements to community events and partnership working, the updates below highlight how we are delivering on our commitments and supporting cleaner, safer and more vibrant places to live.

Kilwinning

We have completed bay lining in Kirkhill carpark and have started works at Cranberry Moss car park.

We are furnishing the newly improved community space at Hawthorn Place retirement living complex.

We're delighted to support the installation of two NHS Breathing Space benches in Pennyburn delivered as part of the wider Reimagining Pennyburn project, funded by Biffa and Greggs.

We provided permission for the benches to be installed on our land, with our contractor Union Technical carrying out the installation. Each bench features a QR code and phone number linking directly to mental health and wellbeing support services, making it easier for people to access help when they need it.

This is a simple but important addition to the community, offering both a place to pause and a connection to vital support.



Football Funday – Join the Fun!

We are teaming up with partners to host a free Football Funday this summer at Kilwinning Sports Club on Wednesday 8th July 2026.

With school holidays approaching, it's a great opportunity for families to enjoy a fun-filled day together. Activities include inflatable football pitches, lunch for children, refreshments for adults, an information village and plenty of prizes and giveaways.

Children must be accompanied by an adult, and priority will be given to Riverside Scotland customers.

Spaces are limited, so make sure to register on our website to secure your place. Search 'football funday' to sign up.



Riverside Scotland
FOOTBALL FUN DAY
Wednesday 8th July 2026
Kilwinning Sports Club
10:00am - 3:30pm

Join us for a day of FREE football fun!
Inflatable football pitches
Lunch and snacks
Football goodie bags
Trophy presentation and prizes!

Register here

IN PARTNERSHIP WITH ELITE TOUCH FOOTBALL, CUNNINGHAME HOUSING ASSOCIATION AND KILWINNING SPORTS CLUB

Drongan

Our retrofit contractor Union Technical Services supported the Drongan Grassroots Group with their Easter Event – donating £1000 to provide 400 Easter Eggs and 400 drinks (£654.88), with the remainder of the funding being donated to their afterschool club.

Across the estate, there are ongoing issues with rubbish being dumped or items being left in gardens. To help address this, we are working in partnership with East Ayrshire Council to arrange uplift collections for these items.

This will help improve the appearance of our neighbourhoods and create cleaner, safer environments.

Irvine and Dumfries neighbourhood plans

These have been finalised and are in the process of being published and sent out to tenants.

Dumfries Fun Day

Join us on Wednesday 15th July for a free community Fun Day with our partners in Dumfries.

The event will take place at The Crichton from 10am-2pm and will include a range of activities such as bouncy castles, Beat the Goalie, food and drinks and the chance to meet local services including the police, fire service and housing teams.

Keep an eye on our socials and website for sign up details coming soon — we look forward to welcoming you for a fun-filled day for all the family!



Year 2 of the Communities & Livelihoods Action Plan Complete

We are pleased to confirm the successful delivery of our planned actions for 2025/26.

1 Launch Housing First for Families in Dumfries to support vulnerable families who have experienced or are at risk of homelessness.

✓ We now have **Ami Aindow**, HFF Officer based in Dumfries supporting **15 families**.



2 Support tenants to access welfare benefits through assessments, applications, and backdate requests.

✓ **180 successful claims totalling £579,758.35.**

3 Seek and apply for external funding to support tenants struggling with the cost-of-living crisis e.g. fuel and food poverty.

✓ **£8895 distributed via Riverside's Helping Hands and £8281 fuel vouchers from the Housing Associations' Charitable Trust fund.**

4 Host at least 4 face-to-face opportunities to meet with your Tenant Partner in your community to discuss local issues – estate walkabouts, investment meetings, community events and more.

✓ **Tenant Partners have held regular estate walkabouts. Last summer we attended the Bourtreehill Anniversary event and Picnic in the Park at Kilwinning. We also supported an Easter Event in Pennyburn this year, through providing funding to Pennyburn Parents and Community Group.**



5 Add a 'Supporting You' tab to our website with local support directories and resources.

✓ **We have a Your Community/Support tab on our website homepage and have added information on support for veterans.**

6 Promote volunteering and offer school work placements to inspire careers in housing.

✓ **We launched two modern apprenticeship opportunities during Scottish Apprenticeship Week and are in the process of selecting two young people for apprenticeships in housing and business administration.**

7 Support local groups through our Community Fund to help them deliver vital services to our customers and communities.

✓ **£2690 awarded for the following projects:**
— DinthePark — £500
— APatchaeland Winter Wonderland — £380
— Bourtreehill and Broomlands 50th Anniversary Celebration — £500
— Drongan Santa Run — £500
— Pennyburn Parent and Community Group Easter Event — £810

8 Work with our Tenant Service Improvement Group to review and make recommendations to improve our approach to tackling anti-social behaviour.

✓ **Our Service Improvement Group reviewed how ASB is handled and has recommended changes to improve clarity, consistency and transparency. These findings — along with updated procedures and revised communication templates — will be presented to our Board in June. Once approved, we will begin rolling out the improvements and sharing updates with tenants.**

Our Promises for Year 3 - 2026/27

We have set out a range of commitments for the year ahead to support our customers and strengthen our communities.

Our focus includes helping more customers manage the cost of living through financial support, advice and initiatives like Housing Perks, while continuing to achieve strong tenancy sustainment. We will build on the success of services like Housing First for Families and expand support where it's needed most.

We're also committed to increasing opportunities for customers to get involved, with more face to face engagement, community events and ways to influence services.

Alongside this, we will continue to work with partners and contractors to deliver added value through training, employment and volunteering opportunities.

We will support community wellbeing through initiatives tackling loneliness, child poverty and access to essentials, while also investing in neighbourhoods through local environmental improvements and the delivery of our Neighbourhood Plans.

Overall, these promises reflect our ongoing commitment to delivering practical support, strong communities and opportunities that improve everyday life for our customers. For a full list of Year 3 promises search 'Communities and Livelihoods' on our website.



Supporting projects
that support our
neighbourhoods



Community Fund applications for 2026/27 are now open

Community groups can apply for funding to support activities such as fun days, trips, events or projects that bring people together and benefit Riverside Scotland customers. Full details and the application form are available in the Your Community / Support section of our website.

We're keen to support as many great ideas as possible. Last year, we supported a range of community projects helping bring people together and make a real difference locally.

Gavin Wiffen, Customer and Community Engagement Officer, said:

"We'd really encourage any community groups or residents with an idea to apply. Even small amounts of funding can make a big impact, whether it's supporting a local event, activity or project. Last year we were pleased to provide over £2,500 in funding, and we're looking forward to supporting even more initiatives this year."

Housing First for Families Award Nomination

Our Housing First for Families team were recently nominated for a national award at the Aico Community Awards 2026, being shortlisted in the Resident Engagement category.

The nomination recognises the team's commitment to supporting families who have experienced homelessness or are at risk of losing their home, through person centred support and stable housing.

Being shortlisted is a fantastic achievement and reflects the positive impact the team continues to make for families across our communities.

You can find out more on the service on our website.



Anti-Social Behaviour (ASB) Update

From 1 April, we introduced some changes to how we manage and respond to reports of anti-social behaviour (ASB). These changes will help ensure that issues are dealt with in the most appropriate and effective way.

What's changed?

Lower-level concerns such as minor nuisance or estate issues (for example, littering, noise at a low level, or general neighbourhood concerns) will now be managed through estate management.

More serious or persistent behaviour, including repeated complaints or incidents that affect others' safety or wellbeing, will continue to be treated as anti-social behaviour (ASB).

How we investigate

Every report is taken seriously. Depending on the nature of the issue, we may:

- Speak to those involved and gather information
- Work with partners such as the police or local authority
- Monitor patterns of behaviour over time

Actions we can take

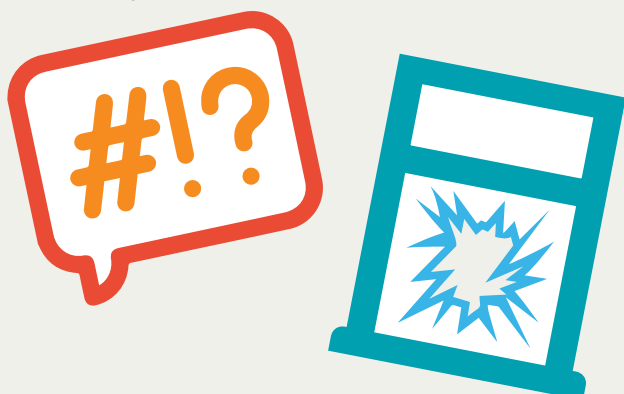
We aim to resolve issues as early as possible using a range of approaches, including:

Non-legal actions:

- Advice and warnings
- Mediation between neighbours
- Acceptable behaviour agreements
- Referrals for support where needed

Legal actions (for more serious cases):

- Formal warnings
- Anti-Social Behaviour Order
- Notice of Proceedings
- Court action, including eviction in extreme circumstances



These changes will help us target support and action where it's needed most, ensuring clearer, fairer responses for everyone in our communities.

If you are experiencing issues in your area, please continue to report them to your Tenant Partner so we can help.

Quarterly Performance

We're committed to being transparent about how we're doing and where we can improve. Here's a snapshot of our performance from January to March 2026 (Q4) compared with the previous quarter.

<p>80% Satisfaction with your latest repair 68.7% in Q3</p>	<p>59.55% Non-emergency repairs completed right first time 76.22% in Q3</p>	<p>3.84 hours Emergency repairs target of 4 hours 3 hours in Q3 Target of 12 hours – 4hrs 38mins</p>	<p>100% Gas safety certificates 100% in Q3</p>
<p>100% Electrical safety certificates 99.87% in Q3</p>	<p>18 days Days taken to re-let empty homes 19.1 days in Q3</p>	<p>91.91% New tenancies sustained for more than a year 90.7% in Q3</p>	<p>6 mins 38 secs Call handling times Averaging 10 minutes 50 seconds in Q3</p>
<p>0 Landscaping contract complaints Quality checks are completed during estate inspections. No complaints in Q3</p>		<p>75 Complaints 48 in Q3</p>	<p>Thank you for your patience – don't forget our digital tools: My Riverside app, email and Live Chat</p>

Riverside Scotland shortlisted for national awards

We're proud to share that we've been **shortlisted** in **two categories** at the **Scotland Energy Efficiency Awards 2026**.

We've been recognised for:

- **Large Scale Project** – for our retrofit work in Pennyburn, Kilwinning
- **Housing Association of the Year**

Our Pennyburn project is a major investment in improving homes, helping to make them warmer, more energy efficient and more comfortable to live in. Customers are already noticing the difference, with many describing a “night and day difference” in their homes.

This achievement reflects the hard work of our teams and partners, Union Technical Services, and our ongoing commitment to improving homes and communities.

We know many tenants in Pennyburn are keen to find out when the next phase of retrofit works will begin. We are currently awaiting the outcome of funding applications and expect to be able to share clearer timescales later this summer



Get Perks - get the App

As part of our ongoing work to support tenants with the cost of living, we are currently piloting the free Housing Perks app.

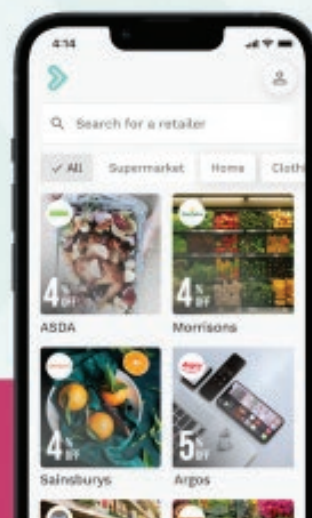
This is an optional service which provides access to retailer discounts. Tenants can choose whether to use any savings towards their rent. We're pleased to share that around 350 customers have already signed up and started saving on their everyday spending.

Search 'Housing Perks' on our website for more information or scan the QR code on the right to download the app.



HOUSING PERKS IS HERE FREE TENANT SAVINGS APP

Claim your discount today • Download from the app store



Harbourside Residents' Association

The new Irvine Harbourside Residents' Association usually meets once a month at Puffers Café, typically on a Monday evening. We attend the meetings and other local services and partners are usually also in attendance.

Anyone in the Harbourside area is welcome to come along and get involved.

For information on future meetings please contact Gavin Wiffen, Customer and Community Engagement Officer on **07970 348 724**.

